JOB AID: Updating and Adding New Repair Facility

Purpose
This Job Aid is intended to outline how to update an existing Repair Facility and how to add a new Repair Facility when logging an interaction or starting a claim.
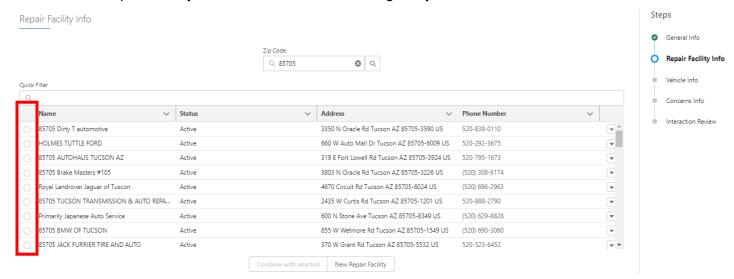
Teams Impacted
- Claims Support
- General Claims
- Technical Claims

Procedure:
Updating a Repair Facility in CMS

1. Following How to start a Claim or Log Interaction SOP and entering repair facility information.

2. The Repair Facility Info screen will populate.
   a. Search by Zip Code
   b. Use the Quick Filter search to locate a Repair Facility by City, Name, Address, or Phone Number
   c. Select the radio button next to the Repair Facility to open the Selected Repair Facility Information screen.

NOTE: If the Repair Facility status shows Inactive or Ineligible, you will not be able to start a claim.
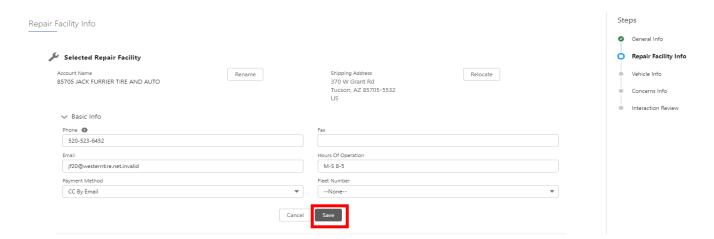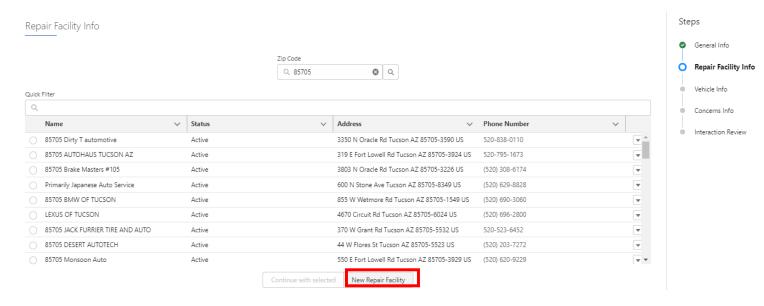
3. From the Selected Repair Facility Screen, you can select the **Pencil icon** to edit the Repair Facility information then click **Save**.
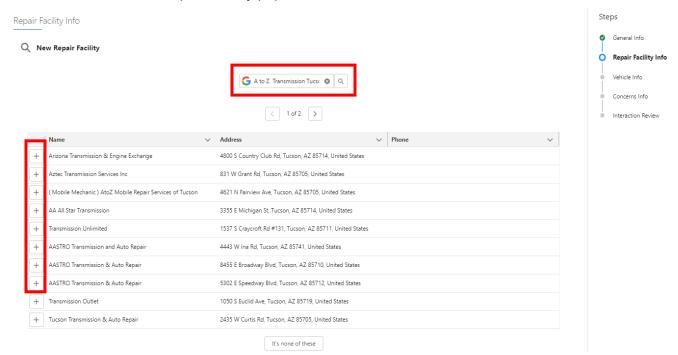

Adding a New Repair Facility in CMS

1. On Repair Facility Info Screen, if you are not seeing the shop calling in you will need to add them start by clicking **New Repair Facility**
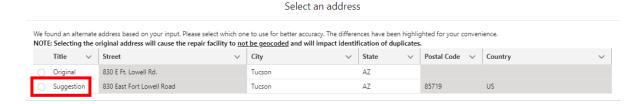
2. On the New Repair Facility screen, use the Google search box to locate new Repair Facility, using their Name and City

    a. If that Repair Facility populates click the "+" to use

3. If you don't see the Repair Facility information click **None Of These** to create a new Repair Facility record.

4. Fill in the following: (see list) before clicking Submit.
    a. Name
    b. Phone Number
    c. Hours of Operation
    d. Shipping address (Physical Location to send part)
    e. Shipping City
    f. Shipping State

Important! **If the address is not valid a message will prompt at the bottom. Double check full spelling of address including street name.**

5. Click **Submit** CMS will populate google suggested addresses. Select the suggested address that best fits the full street spell of the repair facility information.

6. Click the **Pencil** and complete:
    a. Basic information
    b. Other information
    c. Add a Contact information.
        i. Contact email is to request documents for advisor.
7. Now finish following **SOP How to start a Claim or Log Interaction.**

Approval & Revision

Date Created 08/18/2023	Created By Johnnie Martinez		Date Approved 08/21/2023	Approved By Dept: Jason Dolan	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]	
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Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]	